

January 15, 2018

Dear members of the House Energy Policy Committee:

Enclosed you will find my written testimony along with copies of two disturbing letters that I received from DTE threatening to shut off the power at my business, C.A.M. Corporation, which I own with my husband.

The first Letter was dated October 09, 2017 and received October 12, 2017. This threatening letter is completely inaccurate. *It stated that several attempts to contact you to gain access to our metering equipment in order to upgrade our electric meter. We have not received a response to the previous correspondence we sent you. Therefore, we will proceed with exercising our right to disconnect your electric service October 19, 2017 and that they have not received a response to the previous correspondence.* Prior to the attached letter, we have never received any communications whatsoever from DTE about anything except for our monthly bill and the letter from DTE in 2016 about meter upgrades. The letter states in bold the reason for shut-off: The customer has refused to arrange access at reasonable times for the purpose of inspection, meter reading maintenance, or replacement of equipment that is installed upon the premises, or for the removal of a meter. I find it distressing and unconscionable to be threatened with shut-off—essentially putting us out of business, when they have full access to the meter during business hours—M-F 8am-6pm and have never had an issue getting monthly meter reads.

I have called the number in the letter twice and had to leave a voicemail message—with no return call. So, I reached out to my State Representatives, Lana Theis, State Senator Joe Hune and the office of Senator, Patrick Colbeck. All were very concerned with the letter that we had received and offered to reach out to DTE/MPSC on our behalf. Because of their contact, DTE finally returned my calls and I was finally able to make arrangement for the meter installation, during normal business hours. Also the letter stated that if you call prior to October 14, 2017 to arrange for the meter upgrade, you will receive a \$50 gift card. As of today, I have not received this gift card.

The second letter from DTE was dated October 13, 2017 and was received on October 18, 2017 with a shut-off date on or after October 19th, 2017. By the time this letter arrived, arrangements had already been made for the installation. The above dates are absolutely unreasonable, especially for a longtime customer that always pays their bills on time. As a small business owner, I found that it was very time consuming and stressful dealing with DTE, a monopoly that only appears to care about their interests and not that of their customer.

In addition to my testimony above, please consider passing HB 4220. I'm very concerned about the security and privacy issues associated with the use of the advanced meters.

Thank you for your time.



Kathryn Brownlee
C.A.M. Corporation
4730 East M36 Hwy
Pinckney, MI 48169
810.231.2883
Kathy@camcorpusa.com



DTE Energy

October 09, 2017

IMMEDIATE REPLY REQUESTED

DAVID BROWNLEE
4730 E M 36
PINCKNEY, MI 48169-9383

Regarding: 4730 E M 36, PINCKNEY 48169-9383

Dear :DAVID BROWNLEE

We have made several attempts to contact you to gain access to our metering equipment in order to upgrade our electric meter. We have not received a response to the previous correspondence we sent you. Therefore, we will proceed with exercising our right to disconnect your electric service.

Please be advised that the electric service is scheduled for disconnection on or after October 19, 2017.

If your service is disconnected, then you may be required to pay a reconnection fee in order to reinstate service at the aforementioned address.

To prevent interruption of your electric service, you must contact us immediately at 313-235-4009 to arrange to have the meter upgrade completed. Our office hours are Monday - Friday from 8:30 a.m. to 4:30 p.m.

Special short time offer for those that call now! Given that we are near the end of our installation program, if you call us prior to October 13, 2017 to arrange for the meter upgrade, once the meter upgrade has been completed, you will receive a \$50 gift card as our way of saying thank you for being a valued DTE Energy customer.

Please note that providing access to our metering equipment is **not optional**. It is a requirement that you must comply with based on the terms under which you take service from DTE Electric.

Please give this matter your prompt attention.

Sincerely,

DTE Electric

DTE Electric SHUT OFF NOTICE

NAME OF CUSTOMER OF RECORD: DAVID BROWNLEE

ADDRESS SUBJECT TO SHUT-OFF: 4730 E M 36, PINCKNEY, MI 48169-9383

REASON FOR SHUT-OFF: Michigan Public Service Commission Rule 460.137. The customer has refused to arrange access at reasonable times for the purpose of inspection, meter reading, maintenance, or replacement of equipment that is installed upon the premises, or for the removal of a meter.

DATE OF SHUT OFF: ON OR AFTER October 19, 2017

Please contact the Company Immediately. If we do not hear from you, disconnection of service can occur on or after October 19, 2017.

To discuss resolution of this matter, please contact the utility at 313-235-4009, between 8:30 a.m. and 4:30 p.m. (EDT), Monday - Friday.

As stated in Michigan Public Service Commission Rule 460.139 customer has the right to the following:

- File a complaint disputing the claim of the utility before the proposed date of the shutoff of service.
- Request a hearing before a utility hearing officer if the complaint cannot be otherwise resolved and that the customer must continue to pay their utility bill to the utility.
- Represent himself or herself, to be represented by counsel, or to be assisted by other persons of his or her choice in the complaint process.

Note:

In addition to the customer rights above, further information regarding the provisions of MPSC Rule 460.139 is provided along with shut-off notices as per state regulatory agency requirements. Based on the reason for the shut-off of service some or all of these provisions may not be applicable to your situation. If applicable, the utility will not shut off service pending the resolution of a complaint that is filed with the utility or the commission in accordance with these rules. The customer should contact a social services agency immediately if the customer believes he or she might be eligible for an energy assistance program or other emergency economic assistance and should inform the utility of any efforts being made to obtain payment assistance. Customers who believe they may be eligible for assistance from an energy assistance program should determine if assistance is available before signing a settlement agreement because many agencies will not provide assistance if shutoff is avoided by signing a settlement agreement. The utility will postpone the shutoff of service if a certified medical emergency exists at the customer's residence or the customer is an eligible low-income customer who is actively seeking emergency assistance from an energy assistance program. The utility may require a deposit and restoration charge if the utility shuts off service for nonpayment of a delinquent account or for unauthorized use of utility service. The customer should contact the utility for information about a shutoff protection program. To make an inquiry, discuss payment options or a potential complaint or enter into a settlement agreement, please contact the utility

RECEIVED 10-18-17

DTE Energy Company
One Energy Plaza, Detroit, MI 48226-1221



DTE Energy

October 13, 2017

IMMEDIATE REPLY REQUESTED

**DAVID BROWNLEE
4730 E M 36
PINCKNEY, MI 48169-9383**

Regarding: 4730 E M 36, PINCKNEY 48169-9383
Meter Number: 5689118

Dear :DAVID BROWNLEE

We have made several attempts to contact you to gain access to our metering equipment in order to upgrade our electric meter. We have not received a response to the previous correspondence we sent you. Therefore, we will proceed with exercising our right to disconnect your electric service.

Please be advised that the electric service is **scheduled for disconnection on or after October 19, 2017**.

If your service is disconnected, then you may be required to pay a reconnection fee in order to reinstate service at the aforementioned address.

To prevent interruption of your electric service, you must contact us **immediately** at 313-235-4009 to arrange to have the meter upgrade completed. Our office hours are Monday - Friday from 8:30 a.m. to 4:30 p.m.

Special short time offer for those that call now! Given that we are near the end of our installation program, if you call us prior to October 14, 2017 to arrange for the meter upgrade, once the meter upgrade has been completed, you will receive a \$50 gift card as our way of saying thank you for being a valued DTE Energy customer.

Please note that providing access to our metering equipment is **not optional**. It is a requirement that you must comply with based on the terms under which you take service from DTE Electric.

DTE Electric SHUT OFF NOTICE

NAME OF CUSTOMER OF RECORD: DAVID BROWNLEE

ADDRESS SUBJECT TO SHUT-OFF: 4730 E M 36, PINCKNEY, MI 48169-9383

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- Request a hearing before a utility hearing officer if the complaint cannot be otherwise resolved and that the customer must continue to pay their utility bill to the utility.
- Represent himself or herself, to be represented by counsel, or to be assisted by other persons of his or her choice in the complaint process.

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